

## REDACTED - FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200 Greenbelt, Maryland 20770 phone: 301-459-7590, fax: 301-577-5575 internet: www.jsitel.com, e-mail: jsi @jsitel.com

October 15, 2013

## **By Hand Delivery**

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12<sup>th</sup> Street, SW Washington, DC 20554

Re: WC Docket No. 10-90, WC Docket No. 11-42

2013 ETC Annual Report of North Penn Telephone Company

Study Area Code 170192

Dear Ms. Dortch:

On behalf of North Penn Telephone Company "North Penn", JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules. North Penn seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information. The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall JSI Vice President

301-459-7590

jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

<sup>&</sup>lt;sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>&</sup>lt;sup>2</sup> Connect America Fund et al., WC Docket No. 10-90 et al., Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

1	m 481 - Carrier Annual Reporting Illection Form		FCC Form 481 OMB Control No. 3060- July 2013	0986/OMB Control No. 3060-0819
<010>	Study Area Code	170192		
<015>	Study Area Name	NORTH PENN TEL CO		
<020>	Program Year	2014		
<030>	Contact Name: Person USAC should contact with questions about this data	Thomas Prestigiacomo		
<035>	Contact Telephone Number: Number of the person identified in data line <030>	607-522-3712		
<039>	Contact Email Address: Email of the person identified in data line <030>	tpresti@etcnpt.com		
				54.313 54.422
ANNUA	L REPORTING FOR ALL CARRIERS			Completion Completion Required Required
<100>	Service Quality Improvement Reporting	(co	mplete attached worksheet)	(check box when complete)
<200> <210>	Outage Reporting (voice)	(co no outages to report	mplete attached worksheet)	
<300> <310>	Unfulfilled Service Requests (voice)  Detail on Attempts (voice)	0 (a	ttach descriptive document)	
<320> <330>	Unfulfilled Service Requests (broadband)  Detail on Attempts (broadband)	0 (a	ttach descriptive document)	
<400> <410>	Number of Complaints per 1,000 customers (voice) Fixed 0.0			1 1
<420> <430>	Mobile Number of Complaints per 1,000 customers (broad	band)		
<440> <450>	Fixed Mobile			
<500>	Service Quality Standards & Consumer Protection F	Rules Compliance (ch	eck to indicate certification)	✓ ✓ ✓
<510>	170192pa510	(atta	nched descriptive document)	
	Functionality in Emergency Situations	(ch	eck to indicate certification)	
<610>	170192pa610	(atta	ached descriptive document)	
	Company Price Offerings (voice)		mplete attached worksheet)	
	Company Price Offerings (broadband)	(cor	mplete attached worksheet)	
	Operating Companies and Affiliates	•	mplete attached worksheet)	
	Tribal Land Offerings (Y/N)?		mplete attached worksheet)	
	Voice Services Rate Comparability		eck to indicate certification)	
<1010>	Towastvial Backbaul (V/N)3		ttach descriptive document)	
	Terrestrial Backhaul (Y/N)?		eck to indicate certification)	
<1110> <1200>	Terms and Condition for Lifeline Customers		mplete attached worksheet) mplete attached worksheet)	
	Price Cap Carriers, Proceed to Price Cap Additional		-	
_	Including Rate-of-Return Carriers affiliated with Price	•		
<2000>			eck to indicate certification)	
<2005>		(cor	nplete attached worksheet)	
	Rate of Return Carriers, Proceed to ROR Additional	Documentation Workshee	<u>t</u>	
<3000>		(ch	eck to indicate certification)	
<3005>		(cor	mplete attached worksheet)	

(4.00) 0		<del></del>
1 '	ervice Quality Improvement Reporting Dilection Form	FCC Form 481
Data Co	Direction Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	
<015>		IN TEL CO
<020>	Program Year 2014	
<030>	Contact Name - Person USAC should contact regarding this data	omas Prestigiacomo
<035>	Contact Telephone Number - Number of person identified in data line <030>	607-522-3712
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) (yes / no )
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	(vas / no.) (i)
<111>	year plan" filed with the FCC?	(yes / no ) U
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.	
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your CETC which only receives frozen support, your progress report is only required to address voice telephony service.	ompany is a
	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document (.pdf)
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year. $ \\$	
		<del></del>

l' '	vice Outage R lection Form	Reporting (Voi	ce)						O	CC Form 481 MB Control No. 3060- ly 2013	0986/OMB Control	No. 3060-0819
<010>	Study Area Co	ode				170192						
<015>	Study Area N	ame				NORTH PENN TEL C	20					
<020>	Program Year	r				2014						
<030>	Contact Nam	e - Person USA(	should contac	t regarding thi	s data	Thomas Prestigia	como					
<035>	Contact Teler	ohone Number	- Number of pe	rson identified	in data line <0	30> 607-522-3712						
<039>	Contact Emai	il Address - Ema	il Address of pe	rson identified	in data line <0	30> tpresti@etcnp	ot.com					
<220>	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d>&gt;</d>	<e></e>	<f>Did This Outage</f>	<g></g>	<h></h>
		Outage Start	Outage Start	Outage End	Outage End	Number of	1	911 Facilities	Service Outage	Affect Multiple		1

>	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d>&gt;</d>	<e></e>	<₽	<g></g>	<h></h>
	NORS Reference		Outage Start		Outage End	Number of		911 Facilities	Service Outage	Did This Outage Affect Multiple		
	Number	Date	Time	Date	Time	Customers Affected		Affected	Description (Check	Study Areas	Service Outage	Preventative
							Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
- [							ľ		1 1			1 1
- 1												
- 1									<del>                                     </del>			<del>   </del>
1												<del></del>
- 1			L						<u> </u>			<u> </u>
							See attache	d				
								u –				
- 1						wo	rksheet					
- 1		h							<del> </del>			<del>                                     </del>
ŀ						<del></del>			<del>}</del>			<del></del>
- }						ļ			<del></del>			<del></del>
Ļ									L			<u> </u>
- [												L
Į												
ł												
ŀ												
- }		<del> </del>				<u> </u>			<del> </del>		<del></del>	<del></del>
ŀ						L			<del> </del>			<del> </del>
-									<del> </del>			<b></b>
l									ļ J			
				_ 1					<u>                                     </u>		_	i
-												

	ce Offerings in ection Form	cluding Voice Rate I	Data				Ċ	CC Form 481 MB Control No. 3060-0986/ON uly 2013	IB Control No. 3060-0819
<010>	Study Area Co	ode	-		170192				
<015>	Study Area Na	ime		· · · · · · · · · · · · · · · · · · ·	NORTH PENN	TEL CO			
<020>	Program Year				2014				
<030>	Contact Name	- Person USAC should	i contact regardi	ng this data	Thomas Pres	stigiacomo			
<035>	Contact Telep	hone Number - Numb	er of person ider	ntified in data line	<030> 607-522-371	2			
<039>	Contact Email	Address - Email Addre	ess of person ide	ntified in data line	<030> tpresti@etcn	pt.com			
<701> <702>		cal Service Charge Effe Vide Residential Local S		1/	1/2013				
<703>	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	                	<b3></b3>	<b4></b4>	<bs>&lt;</bs>	<>
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
		<del> </del>	┼		<del> </del>				-
			<del>                                     </del>						
			1						

Dage 5

(710) Broadband Price Offerings Data Collection Form					
<010> Study Area Code	170192				
<015> Study Area Name	NORTH PENN TEL CO				
<020> Program Year	2014				

<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo
<035>	Contact Telephone Number - Number of person identified in data line <030	D 607-522-3712
<039>	Contact Email Address - Email Address of person identified in data line <03	0> tpresti@etcnpt.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select
$\vdash$			-						-
 			<del> </del>						
-			50	e attached	<b></b>				
			work	sheet					
-			<u> </u>		<u> </u>				
					<del>                                     </del>				
-			+						

(800) Op	erating Companies			FCC Form 481
Data Col	lection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819
	<u>,,,,,,</u>			July 2013
<010>	Study Area Code	170192		
<015>	Study Area Name	NORTH PENN TEL CO		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigia	como	
<035>	Contact Telephone Number - Number of person identified in data li			
<039>	Contact Email Address - Email Address of person identified in data I	ine <030> tpresti@etcnpt	t.com	<del></del>
<810>	Reporting Carrier North Penn Telephone Company			
<811>	Holding Company Barch, Inc			
<812>	Operating Company North Penn Telephone Company			
<813>	<a1></a1>		<a2></a2>	<a3></a3>
	Affiliates		SAC	Doing Business As Company or Brand Designation
			<del> </del>	
			<del> </del>	<del></del>
			<del>                                     </del>	<del> </del>
		<del> See a</del>	ttached works	heet
			<del> </del>	
	<del></del>		<del></del>	<del></del>
		<del></del>	<del></del>	
			<del>                                     </del>	
	<del></del>		<del>                                     </del>	<del></del>
				<del></del>
			<b> </b>	
	<del></del>			
			L	
			<u></u>	
			Į.	

•	bal Lands Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170192	
<015>	Study Area Name	NORTH PENN TEL CO	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo	
<035>	Contact Telephone Number - Number of person identified in data line		<del></del>
<039>	Contact Email Address - Email Address of person identified in data line	<030> tpresti@etcnpt.com	
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation	Name of Attached Doc	ument (.pdf)
	if your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:	Select	
<921>	Needs assessment and depioyment planning with a focus on Tribal community anchor institutions;	(Yes,No, NA)	
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
	Compliance with Cultural Preservation review processes		
<928>		1 1	

, ,	o Terrestrial Backhaul Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170192	
<015>	Study Area Name	NORTH PENN TEL CO	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	607-522-3712	
<039>	Contact Email Address - Email Address of person Identified in data line <030	> tpresti@etcnpt.com	
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)		

Lifeline	erms and Condition for Lifeline Customers ection Form			FCC Form 481 OMB Control No. July 2013	3060-0986/OMB Control No. 3060-0819
<010>	Study Area Code	1	70192		
<015>	Study Area Name		ORTH PENN TEL CO		
<020>	Program Year		2014		
<030>	Contact Name - Person USAC should contact regarding this data		Thomas Prestigiacomo		
<035>	Contact Telephone Number - Number of person identified in data li	ne <030>	607-522-3712		
<039>	Contact Email Address - Email Address of person identified in data !		tpresti@etcnpt.com		
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		10192pa1210 me of attached document (.pdf)		
<1220>	Link to Public Website	НТТР			
	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:				
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<b>/</b>			
<1222>	Details on the number of minutes provided as part of the plan,	<b>V</b>			
<1223>	Additional charges for toll calls, and rates for each such plan.				

	Price Cap Carrier Additional Documentation		FCC Form 481	
Data Co	illection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
Including	g Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	- <del></del>	July 2013	
<010>	Study Area Code	192		
<015>	Study Area Name NOR	TH PENN TEL CO		
<020>	Program Year 201	4		
<030>		mas Prestigiacomo		
<035>	Contract / Ling   Individual of person   Lacritime   Individual   Indi	607-522-3712		
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com		
· Cinners and				
	the boxes below to note compliance as a recipient of Incremental Connect Americ			
	support as set forth in 47 CFR § 54.313(b),(c),(d),(e)	the information reported on this form and in the documents attached	below is accurate.	
	Incremental Connect America Phase I reporting			
<2010>				
<2011>	> 3rd Year Certification (47 CFR § 54.313(b)(2))			
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))			
<2012>	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification			
<2014>	2015 Frozen Support Certification			
			<b>⊢</b> —	
<2015>	<ul> <li>2016 and future Frozen Support Certification</li> </ul>			
<2015>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))			
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))			
<2015>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))  Certification Support Used to Build Broadband			
<2015> <2016>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband Connect America Phase II Reporting (47 CFR § 54.313(e))			
<2015> <2016> <2017>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification			
<2015> <2016> <2017> <2018>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification Sth year Broadband Service Certification			
<2015> <2016> <2017> <2018> <2019>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification 5th year Broadband Service Certification Interim Progress Certification			
<2015> <2016> <2017> <2018>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification Sth year Broadband Service Certification Interim Progress Certification Please Check the box to confirm that the attached PDF, on line 2021,	ifpient		
<2015> <2016> <2017> <2018> <2019>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification 5th year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)[3](ii), as a rec			
<2015> <2016> <2017> <2018> <2019>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification Sth year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a rec of CAF Phase II support shall provide the number, names, and addresses	of		
<2015> <2016> <2017> <2018> <2019>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification 5th year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a rec of CAF Phase II Support shall provide the number, names, and addresses community anchor institutions to which began providing access to broad	of		
<2015> <2016> <2017> <2018> <2019>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification Sth year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a rec of CAF Phase II support shall provide the number, names, and addresses community anchor institutions to which began providing access to broad service in the preceding calendar year.	of		

Subsy Area Code  1701-92  OTHER TOWN THE COD  1701-170-170-170-170-170-170-170-170-170		rte Of Raturn Carrier Additional Documentation		FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
Solety Area Name  NORTH PBNN TEX. CO  Ontact Name - Perce USAC should contact regarding this data  Thomas Prest Igiacoroo  Contact Name - Perce USAC should contact regarding this data  Thomas Prest Igiacoroo  Contact Name - Perce USAC should contact regarding this data  Thomas Prest Igiacoroo  Contact Name - Perce USAC should contact regarding this data  Thomas Prest Igiacoroo  Contact Name - Perce USAC should contact regarding this data is distinct to the contact of the present of the contact of	- <010>	Shirdy Area Code 170192		
Contact Name - Person USAC should contact regarding this data			NN TEL CO	<del></del>
Contact Name - Person USAC should contact regarding this data   Thomas   Person Light composition   Contact Tamil Address of person destified in data line dSDD   Contact Tamil Address   Tamil Address of person identified in data line dSDD   Contact Tamil Address   Tamil Address of person identified in data line dSDD   Contact Tamil Address   Tamil Address of person identified in data line dSDD   Contact Tamil Address   Tamil Address of person identified in data line dSDD   Contact Tamil Address   Tamil Address of person identified in data line dSDD   Contact Tamil Address   Tamil A				
Contact Final Address of person Identified in data line of 200.  CHECK the boxes below to note compliance on its five year service quality plan (pursant to 9 C/RS \$4.332(f)(2), instantial properties on the first of the CHECK the boxes below to note compliance on its five year service quality plan (pursant to 9 C/RS \$4.332(f)(2)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in CHECK the boxes below to confirm that the attached PDF, on line 3012, contains the required information pursant to \$5.43.338(f)(3), as a recipient of CAF Phase I support shall provide the number, amens, and addresses of community and confirm that the attached PDF, on line 3012, contains the required information pursant to \$5.43.338(f)(3)) as a recipient of CAF Phase I support shall provide the number, amens, and addresses of community and confirm that the part providing access to broadband service in the preceding cleridar year.  2021. Community Action fractional pursant to \$5.43.338(f)(3)(9)) as a recipient of CAF Phase boxes to confirm that the attached PDF, on line 3017, contains the required information pursant to \$5.43.338(f)(2) in the report of the sequence for the attached PDF, on line 3017, contains the required formation pursant to \$5.43.338(f)(2) in the reports it is not line 3015, a year company audited?  103013 If the response is year on line 3015, a track your company audited?  104014 If the response is year on line 3015, a track your company audited?  105015 If the response is year on line 3015, a track your company audited?  105016 If the response is year on line 3015, a track your company audited?  105016 If the response is year on line 3015, a track your company audited?  105017 If the response is year on line 3015, a track your company audited?  105018 If the response is year on line 3015, a track your company audited?  105018 If the response is year on line 3015, a track your company audited?  105019 If the response is year on line 3015, a track your company au			omas Prestigiacomo	
CHECK the bows below to note compliance on its five year service quality plan (jurisuant to 4 CR\$ \$45.00(a)) and, for privately held carrier, excurling compliance with the financial reporting requirements set forth in CR\$ \$45.313(f)(2). If wither certify that the Information reported on this form and in the documents attached below is accurate.  Progress Report on 5 Year Plan  Name of Attached Document Listing Required Information  Contains the required information pursuant to 5 \$43.313(f)(3), as a received information that protection cannot be preceding calculated year.  (3012) Community Anchor institutions (47 CR\$ \$4.313(f)(1)(iii)  (3013) Its your company is Privately Held RIOR Carrier (47 CR\$ \$4.313(f)(2))  Privace check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to \$45.313(f)(2) on the second privacy in the reported information pursuant to \$45.313(f)(2) on the second privacy in the required information pursuant to \$45.313(f)(2) on the privacy in the privacy in the privacy in the second privacy in the privacy in the privacy in the privacy in the reports (Operating Report for Telecommunications are confirmed to the company is first and patients of the privacy in the privacy	<035>		607-522-3712	
CHECK the bases below to note compliance on its five year sender quality plan (pursuant to 47 CFR § 54.202(4)) and, for privately hold carriers, ensuring compliance with the financial reporting requirements set forth in CFR § 54.303(f)(2). Further certify that the Information reported on this form and in the decuments attached below is accurate.  Progress Report on 5 Year Plan  [3010] Milestone Certification (47 CFR § 54.313(f)(1))00  Presset check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to \$5.43.31(f)(1), as a recipient of CAF Phase I support shall provide the number, names, and addresses of community automosphic institutions to which began providing access to brandband service in the presenting calendar year.  [3012] Community Achor Institution for this Page and the Page and th				TO THE RESERVE THE PROPERTY OF
Milestone Certification (47 CFR § 54.313(f)(1)(i))   Name of Attached Document Listing Required information		he boxes below to note compliance on its five year service quality plan (pursu	ant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring	compliance with the financial reporting requirements set forth in 4
Please check this box to confirm that the attached PIDF, on line 3012, contains the required information pursuant to § 5.4.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preventing calendar year.    (3011)		Progress Report on 5 Year Plan		
recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.  Community Anchor Institutions (47 CFR § 54.313(f)(1)(1))  Solid Service company a Private Held ROR Carter (47 CFR § 54.313(f)(2))  Please check there boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  Silottonic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  Solid If the response is yes on line 3014, sitsach your company's RUS annual report and all required documentation in the specimen should be a solid provided for confirm your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the report and all required statements and Statement of Cash Flows  What is the response in your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submission, on line 3016 pursuant to § 54.313(f)(2), contains in the response is your submiss	(3010)		Name of Attached Document Listing Required Information	
Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))   If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	(3011)	recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing		
Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))   If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	(3012)	Community Anchor Institutions (47 CFR & S.4. 313/FV1VIII)	Name of Attached Document Listing Required Information	
Yes, does your company file the RUS annual report   Preschio   P			Halle of Acadised Document Epolis Nedaneo intolliacion	/ (Ves/No)
Please check these boxes to confirm that the statched PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:				
contains the required information pursuant to § 54.313(f)(2) compliance requires:  [3015] Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  [3016] PDF of Balance Sheet, income Statement and Statement of Cash Flows  [3017] If the response is no in line 3014, system company safets annual report and all required documentation  [3018] If the response is no line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:  [3019] Either a copy of their audited financial statement or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, income Statement and Statement of Cash Flows  [3020] Management letter issued by the independent certified public accountant that performed the company's financial audit.  [3021] If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:  [3022] Copy of their financial statement which has been subject to review by an independent certified public accountant that performed the company's financial audit.  [3023] Underlying information subjected to a review by an independent certified public accountant that performation subjected to a review by an independent certified public accountant that performation subjected to a review by an independent certified public accountant that performation subjected to a review by an independent certified public accountant that performation subjected to a notifier certification.	(3014)			L
requires:				
Electronic corpy of their annual RUS reports (Operating Report for Telecommunications Borrowers)				
Telecommunications Borrowers)  PDF of Balance Sheet, Income Statement and Statement of Cash Flows  PDF of Balance Sheet, Income Statement and Statement of Cash Flows  If the response is ye so nile 3014, state your company's RUS annual report and all required documentation  If the response is ye on line 3014, plasse check the boxs below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains  Either a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications  PDF of Balance Sheet, Income Statement and Statement of Cash Flows  Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no nile 3018, plasses theck the boxs below to confirm your submission, on line 3026 pursuant to \$ 54.313(f)(2), contains:  Capy of their financial statement which his been subject to review by an independent certified public accountant or 2 a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  30203 Underlying information subjected to a review by an independent certified public accountant or 2 a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  PDF of Balance Sheet, Income Statement and Statement of Cash Flows				
If the response is yes on line 3014, attach your company's RUS annual report and all required documentation   Name of Attached Document Listing Required Information   Type of Attached Document Listing Required Informatio	(3015)			4
report and all required documentation  (3018) If the response is no on line 3016, is your company audited?  If the response is on on line 3016, pursuant to \$5.4.313(  12), contains:    Either a copy of their audited financial statement and Statement of Cash Flows    Flow from to companies to SUS Operating Report for Telecommunications	(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
report and all required documentation  (3018) If the response is no on line 3016, is your company audited?  If the response is on on line 3016, pursuant to \$5.4.313(  12), contains:    Either a copy of their audited financial statement and Statement of Cash Flows    Flow from to companies to SUS Operating Report for Telecommunications		If the response is yes on line 3014, attach your company's RUS annual		
If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3016 pursuant to \$5.4.313(f)(2), contains  Either a copy of their audited financial statement or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications  PDF of Balance Sheet, Income Statement and Statement of Cash Flows  30201  Management later issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3016, please check the boxes below to confirm your submission, on line 3026 pursuant to \$5.4.313(f)(2), contains:  Copy of their financial statement which has been subject to review by an independent certified public accountant or 2) at financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  30201  Indexlying information subjected to a review by an independent certified public accountant and statement and Statement and Statement and Statement of Cash Flows	(3017)		Name of Attached Document Listing Required Information	
confirm your submission, on line 3026 pursuant to § 54.3.13(f)(2), contains  : Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications  POF of Balance Sheet, Income Statement and Statements of Cash Flows  Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no in line 3016, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:  Copy of their financial statement which his been subject to review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  [3022] Underlying information subjected to a review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  [3032] Underlying information subjected to a review by an independent certified public accountant or 2) and accountant or 2) a financial statement and Statement and Statement of Cash Flows	(3018)			✓ (Yes/No)
confirm your submission, on line 3026 pursuant to § 54.3.13(f)(2), contains  : Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications  POF of Balance Sheet, Income Statement and Statements of Cash Flows  Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no in line 3016, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:  Copy of their financial statement which his been subject to review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  [3022] Underlying information subjected to a review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  [3032] Underlying information subjected to a review by an independent certified public accountant or 2) and accountant or 2) a financial statement and Statement and Statement of Cash Flows		164b		<del>_</del>
Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications  9DF of Balance Sheet, income Statement and Statement of Cash Flows  Wanagement ietter issued by the independent certified public accountant that former former the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54-315(f)(2), contains:  Copy of their financial statement which has been subject to review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  Underlying information subjected to a review by an independent certified public accountant  [3022] Underlying information subjected to an officer certification.				
in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, income Statement and Statement of Cash Flows  Amangement letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to \$54.315(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant yor 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Underlying information subjected to a review by an independent certified public accountant Juderlying information subjected to an officer certification.  JUDIC PDF of Balance Sheet, Income Statement and Statement of Cash Flows		contain your submission, on line 3026 pursuant to 9 34.313(1)(2), contains		
in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows  Annagement letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.518f(72), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant to 72 a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Underlying information subjected to a review by an independent certified public accountant Underlying information subjected to an officer certification.  3022)  PDF of Balance Sheet, Income Statement and Statement of Cash Flows		Fither a conv of their audited financial statement: or (2) a financial report		
3020   PDF of Balance Sheet, Income Statement and Statement of Cash Flows	(3019)			LY
Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the bows below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:  Copy of their financial statement which has been subject to review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,  Underlying information subjected to a review by an independent certified public accountant  (3022)  Underlying information subjected to an officer certification.				<del>[7]</del>
Hat performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:  Copy of their financial statement which has been subject to review by an independent certified public accountant or or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Underlying information subjected to a review by an independent certified public accountant Underlying information subjected to an officer certification.  3022  Underlying information subjected to an officer certification.	(3020)			<u>u</u>
that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to \$ 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Underlying information subjected to a review by an independent certified Underlying information subjected to a notificer certification.  3023  DDF of Balance Sheet, Income Statement and Statement of Cash Flows	(2025)	Management letter issued by the independent certified public accountant		
to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant or 2 pl afmanial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,  [3023] Underlying information subjected to a review by an independent certified public accountant [3024] Underlying information subjected to an officer certification.	(3021)	that performed the company's financial audit.		<del></del>
to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant or 2 pl afmortal report in a format comparable to RUS Operating Report for Telecommunications  Borrowers,  [3023] Underlying information subjected to a review by an independent certified public accountant  [3040] Underlying information subjected to an officer certification.		If the recourse is no on line 2018, played thank the hoves helow		
contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Underlying information subjected to a review by an independent certified public accountant; or 10 and				
Copy of their financial statement which has been subject to review by an independent certified public accountant or 2 at financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,  (3023) Underlying information subjected to a review by an independent certified public accountant  (3024) Underlying information subjected to an officer certification.				
Independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Underlying information subjected to a review by an independent certified public accountant Underlying information subjected to a notificer certification.    3023  Underlying information subjected to an officer certification.				
format comparable to RUS Operating Report for Telecommunications   Borrowers,   Underlying information subjected to a review by an independent certified public accountant     Gaussian   Underlying information subjected to an officer certification.   Gaussian     Gaussian	(nean)			
Borrowers,   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to an officer certification.   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an independent certified   Underlying information subjected to a review by an	(3022)			
[3024] public accountant [3024] Underlying information subjected to an officer certification. [3025] PDF of Balance Sheet, Income Statement of Cash Flows				
public accountant (3024) Underlying information subjected to an officer certification. (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows	(2022)	Underlying information subjected to a review by an independent certified		
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows	(5025)	public accountant		=
170102m22026	(3024)	Underlying information subjected to an officer certification.		
170102m22026	(3025)	PDF of Ralance Sheet, Income Statement and Statement of Coch Flour		
(3026) Attach the worksheet listing required information Name of Attached Document Listing Required Information				170192na3026
	(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	2.025pa2000

Certification - Reporting Carrier Data Collection Form		ier	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-08 July 2013	
<010>	Study Area Code	170192		
<015>	Study Area Name	NORTH PENN TEL CO		
<020>	Program Year	2014		
<030>	Contact Name - Pers	on USAC should contact regarding this data Thomas Prestigiacomo		
<035>	Contact Telephone Number - Number of person identified in data line <030> 607-522-3712			
<039>	Contact Email Addres	ss - Email Address of person identified in data line <030> tpresti@etcnpt.co	mc	

## TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

l certify that I am an officer of the reporting carrier; my responsibili recipients; and, to the best of my knowledge, the information repo	ties include ensuring the accuracy of the annual reporting requirements for universal service support ted on this form and in any attachments is accurate.
Name of Reporting Carrier: NORTH PENN TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 10/09/2013
Printed name of Authorized Officer: Thomas Prestigiacomo	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 607-522-3712	
Study Area Code of Reporting Carrier: 170192	Filing Due Date for this form: 10/15/2013

Certification - Agent / Carrier Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	170192		
<015>	Study Area Name	NORTH PENN TEL CO		
<020>	Program Year	2014		
<030>	Contact Name - Person US	AC should contact regarding this data Thomas Prestigiaco	omo	
<035>	Contact Telephone Number - Number of person identified in data line <030> 607-522-3712			
<039>	Contact Email Address - Er	nail Address of person identified in data line <030> tpresti@etc	npt.com	

## TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

certify that (Name of Agent) is authorized to submit the information reported on behalf of the reporting carrials also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.					
Name of Authorized Agent:					
Name of Reporting Carrier:	<u></u>				
Signature of Authorized Officer:	Date:				
Printed name of Authorized Officer:					
Title or position of Authorized Officer:					
Telephone number of Authorized Officer:					
Study Area Code of Reporting Carrier:	Filing Due Date for this form:				

## TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier						
	thorized to submit the annual reports for universal service support re reporting carrier; and, to the best of my knowledge, the informatio					
Name of Reporting Carrier:						
Name of Authorized Agent or Employee of Agent:						
Signature of Authorized Agent or Employee of Agent:		Date:				
Printed name of Authorized Agent or Employee of Agent:						
Title or position of Authorized Agent or Employee of Agen	nt					
Telephone number of Authorized Agent or Employee of A	gent:					
	Filing Due Date for this form:					

Attachments

In establishing this certification in its 2005 ETC Order,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." <sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement" and that the sufficiency of other commitments would be considered on a case-by-case basis. <sup>3</sup> In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."

North Penn Telephone Company ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to service quality standards and consumer protection obligations under state law. These standards and obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Pennsylvania Public Utility Commission which disclose rates, terms and conditions of service to customers; (2) adherence to state service quality standards and consumer protection requirements governing telephone providers under Pa Code Title 52 Public Utilities, Part I - Public Utility Commission, Subpart C - Fixed Service Utilities, Chapter63 and 64; (3) truth-in-billing requirements; and (4) CPNI, Red Flag Rules and

<sup>&</sup>lt;sup>1</sup> Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>&</sup>lt;sup>2</sup> *Id.* at para, 28.

<sup>&</sup>lt;sup>3</sup> Id. The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." Id. at n. 71.

other applicable federal and state requirements governing the protection of customers' privacy.

The Company offers the following as examples of how it meets the service quality and consumer protection requirements. Company maintains and updates appropriate tariffs with all rates, terms and conditions on file with the Pennsylvania Public Utility Commission and maintains a copy of such tariff for public inspection at Company offices. Company also sends all required bill messages and/or customer notifications, including but not limited to, do-not call list, cramming, truth-in billing, Low Income Support/Lifeline, etc. The Company maintains a CPNI Manual and Red Flag Manual. It also prepares and maintains monthly trouble reports.

The North Penn Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2). The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as the Company has access to fuel.

Each central office building is equipped with battery back-up. Generators are available for additional back-up until power is restored based on available fuel source. An emergency maintenance program is activated during times of power outage in order to keep phone service operational to Company customers.

Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

(800) Operating Companies Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	170192		
<015> Study Area Name	NORTH 1	PENN TEL CO	
<020> Program Year	2014		· 
<030> Contact Name - Person USAC should contact		Prestigiacomo	
<035> Contact Telephone Number - Number of p	erson recitified in data line 10502	-522-3712	
<039> Contact Email Address - Email Address of p	erson identified in data line <030> tpr	esti@etcnpt.com	
<810> Reporting Carrier	elephone Company		
<811> Holding Company Barch, Inc		<del></del>	
<812> Operating Company North Penn 1	elephone Company		
<813>	<a1></a1>	<a2>  </a2>	
	Affiliates	SAC	Doing Business As Company or Brand Designation
Empire Telephone Co	rporation	150093	
Empire Access Corpo			<del></del>
		<del></del>	<del></del>
	·		
	<del></del>	<del></del>	
		<del></del>	
	<del></del>		
	<del></del>	<del></del>	<del></del>
<del></del>			

Attachment - Line 1210

Supplement No. 163 - Telephone - PA P.U.C. No. 2

North Penn Telephone Company Section 3 5th Revised Sheet 6

Cancels 4th Revised Sheet 6

#### LIFELINE SERVICE

### B. REGULATIONS (cont'd)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants must be conducted annually by North Penn Telephone Company to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

#### Pennsylvania Department of Public Welfare Lifeline Service Programs:

Temporary Assistance for Needy Families (TANF)

(C)

- \* Supplemental Security Income (SSI)
- \* Medicaid
- \* Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)
- \* Low Income Home Energy Assistance Program (LIHEAP)

#### Additional Eligible Programs (Federal)

- \* Federal Public Housing
- \* National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and North Penn Telephone Company.

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B-3 above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified annually by North Penn Telephone Company. When North Penn Telephone Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in B.3. above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (30 days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained).

(C) Indicates Change

Issued: November 16, 2012 Effective: November 17, 2012

Attachment - Line 1210

Supplement No. 165 - Telephone - PA P.U.C. No. 2

Section 2

North Penn Telephone Company Twentieth Revised Sheet 1

Cancels Nineteenth Revised Sheet 1

#### LOCAL EXCHANGE SERVICE

Local Exchange Service includes the Central Office equipment with rotary dialing capability, outside plant distribution wire and cable, drop wire and station protector.

The rates listed below <u>do not</u> include any terminal equipment - telephone, ringers, couplers, or inside station wiring.

Local Exchange Service with push button dialing capability is available at the Bentley Creek, Millerton, and Roseville exchanges at the rates listed below: <u>PLUS</u>, \$1.25 per month for business and residence.

## **MONTHLY RATES**

## Service

	MILLERTON		BENTLEY CREEK		ROSEVILLE	
PBX	\$23.25		\$24.42		\$28.59	
One Party Business	14.97		15.73		18.45	
One Party Residence	14.84	(I)	15.27	(I)	16.81	(I)

Issued: February 20, 2013 Effective: May 1, 2013

Attachment - Line 1210

Supplement No. 165 - Telephone - PA P.U.C. No. 2

SECTION 6

North Penn Telephone Company Eighth Revised Sheet 7
Cancels Seventh Revised Sheet 7

# MISCELLANEOUS SERVICE AND EQUIPMENT (cont'd)

## 1. Description

Product bundles provide residential customers the option of subscribing to service packages that combine basic local service with other features and services offered by or through the Company at a single bundled rate. Product bundles are available on a monthly subscription basis at the rates provided below. Rates are in addition to any applicable taxes, surcharges, fees and non-recurring charges.

Product	Rate	
Unlimited Talk Bundle: Primary Line*** Deluxe Caller ID with Call Waiting*** Three Way Calling*** Call Forwarding*** Touch Tone*** Unlimited Long Distance Usage*	\$40.95	(I)
Unlimited Talk Bundle with High Speed Internet: Primary Line*** Deluxe Caller ID with Call Waiting*** Three Way Calling*** Call Forwarding*** Touch Tone*** Unlimited Long Distance Usage* DSL up to 1.5 Mbps**	\$74.95	(I)

<sup>\*</sup>Provided for informational purposes only (non-jurisdictional in this tariff); long distance must be provided by North Penn Telephone Company/North Penn Long Distance to benefit from the long distance minutes of use component. Restrictions on use of unlimited long distance service are shown in 2.e Regulations.

(I) Indicates Increase

Issued: February 20, 2013 Effective: May 1, 2013

<sup>\*\*</sup> Provided for informational purposes only (non-jurisdictional in this tariff); DSL is provided by North Penn Telephone Company/North Penn Access and DSL speeds are not guaranteed. North Penn Telephone Company/North Penn Video provides the Digital TV service.

<sup>\*\*\*</sup> The regulated portions of this package can be found in Sections 2 and 6 of this Tariff.

Attachment - Line 1210

Supplement No. 166 - Telephone - PA P.U.C. No. 2

SECTION 6

North Penn Telephone Company Seventh Revised Sheet 8 Cancels Sixth Revised Sheet 8

#### MISCELLANEOUS SERVICE AND EQUIPMENT (cont'd)

1. Description (continued)

Unlimited Talk Bundle with High Speed Internet and Digital TV:

\$121.95

(I)

Primary Line\*\*\*

Deluxe Caller ID with Call Waiting\*\*\*

Three Way Calling\*\*\*
Call Forwarding\*\*\*

Touch Tone\*\*\*

Unlimited Long Distance Usage\*

DSL up to 1.5 Mbps\*\*
Digital TV Service\*\*

Unlimited Talk Bundle with Digital TV:

\$93.95

**(I)** 

Primary Line\*\*\*

Deluxe Caller ID with Call Waiting\*\*\*

Three Way Calling\*\*\*

Call Forwarding\*\*\*

Touch Tone\*\*\*

Unlimited Long Distance Usage\*

Digital TV Service\*\*

2. Regulations

- a. Bundled Packages are only available to customers whose long distance is provided by North Penn Telephone Company/North Penn Long Distance, and whose DSL/Digital TV service is provided by North Penn Telephone Company/North Penn Access/North Penn Video.
- b. Bundled Packages are only available to residential customers.
- c. Bundled Package customers may terminate the package or switch to another calling plan at any time.
- d. Customers enrolled in Bundled Packages who fail to pay the entire package rate due per month will have all existing Bundled Package services converted to the applicable tariff rates for the individual services included in their package. Customers will not be permitted to re-enroll in the Bundled Packages until such time as all associated unpaid balances have been paid in full.
- e. The Unlimited long distance plan provides residential subscribers with unlimited minutes of direct dialed (1+) domestic long distance calling within the United States. All other usage will be billed at the applicable tariffed rates. If it is determined that usage is not consistent with residential voice application, such as for Internet Access Service, commercial facsimile or autoresidential uses, the Company may immediately convert the customer's long distance to a non-unlimited plan.
- f. Call detail is not included on the customer paper statement with this plan.
- \* Provided for informational purposes only (non-jurisdictional in this tariff); long distance must be provided by North Penn Telephone Company/North Penn Long Distance to benefit from the long distance minutes of use component. Restrictions on use of unlimited long distance service are shown in 2.e Regulations.
- \*\* Provided for informational purposes only (non-jurisdictional in this tariff); DSL is provided by North Penn Telephone Company/North Penn Access and DSL speeds are not guaranteed. North Penn Telephone Company/North Penn Video provides the Digital TV service.
- \*\*\* The regulated portions of this package can be found in Sections 2 and 6 of this Tariff.

(I) Indicates Increase

Issued: July 29, 2013 Effective: August 5, 2013

# **REDACTED - FOR PUBLIC INSPECTION**

# NORTH PENN TELEPHONE COMPANY (SAC 170192)

# **ATTACHMENT - LINE 3017**

# ATTACHMENT REDACTED IN ENTIRETY